

# Yakima Transit

Dear Dial-A-Ride Client:

The following Operating Rules pertain to the service provided by Dial-A-Ride. If you have any questions or comments, contact the Yakima Transit DAR office at **575-6054**.

## DIAL-A-RIDE OPERATING RULES

### 1. DIAL-A-RIDE HOURS:

DAR is available for service Monday - Friday from 6:00 a.m. to 7:30 p.m., Saturdays 8:30 a.m. to 6:30 p.m. and on Sundays from 8:30 a.m. to 4:00 p.m. DAR cannot provide service before or after these hours. No DAR service Memorial Day or Labor Day.

### 2. HOW TO SCHEDULE A RIDE:

DAR is available for service seven days a week. Schedule rides by calling **the ride reservation number 248-1119**, Monday thru Saturday from 8:00 a.m.- 4:30 p.m. and Sundays from 8 a.m. - 1 p.m. The TTY telephone number is 248-9083. **Ride reservations must be made no later than the day prior to service** and can be made up to one week (7 days) in advance. **DAR does not provide same day service.**

Dial-A-Ride has a 30-minute window to pick-up clients. This means they can arrive up to **15 minutes before or after your scheduled pick up time. You must be ready to go when the driver arrives. The driver is not allowed to wait for you.** In this regard, Dial-A-Ride is comparable to the regular transit service, not a taxi service. In addition, our contractor is encouraged to group riders together who have similar time schedules and destinations as long as the time windows are met and clients are not unduly delayed.

### 3. RETURN RIDES:

**Clients should schedule their return trip whenever scheduling a ride. The same 30-minute pick-up window applies to scheduled return rides. You must be ready when the vehicle arrives. Drivers are not allowed to wait.**

**'Will call' return rides are only allowed for Medical or Dental trips.** 'Will Call' rides will be picked up between 1-30 minutes from the time the ride request is received. The 'will call' telephone number is 248-2229. Dialysis trips are not eligible for 'Will Call' return rides. **You must be ready to go when the vehicle arrives. Drivers are not allowed to wait.**

### 4. NO WAIT RULE:

**When the driver arrives you must be waiting at the door and ready to go.** The driver will make an attempt to contact you and can assist you into the vehicle. If you live in a nursing home or apartment complex with a lobby, you must be in the lobby. The driver **will not** come to your room. **If you are not ready to go when the vehicle arrives, you will be given a 'no show' and the vehicle will leave. If you 'no show', your trip cannot be rescheduled that same day.**

### 5. FARES:

**You must have the exact \$1.50 fare or a ticket. No Fare. No Ride. Drivers do not make change.** DAR ticket books are available for purchase from the DAR driver for \$15.00 for a 10 ticket book or by calling Dial-A-Ride at 248-1119 for purchase information.

### 6. EACH DESTINATION IS A TRIP:

Each destination scheduled for you is counted as a trip and a fare will be collected. **The driver is not allowed to stop and wait for you while you do an errand or to deviate from the next scheduled destination.** When you exit the vehicle, the driver will continue to the next destination.

**--More Important Information on Back--**

### 7. CANCELLING SCHEDULED RIDES:

Cancellations for a scheduled ride must be made **one hour or more before the scheduled ride** or you will be counted as a 'no show'. All cancellations **must** be made through Dial-A-Ride at **248-1119** or 248-2229.

**8. 'NO SHOW' POLICY:**

**Three 'no shows' within 60 days will cause you to be suspended from using DAR. Make sure you cancel any rides you are not going to take.** Be sure you are ready for each ride to ensure you that you are not counted as a 'no show'. An appeal process exists for those that feel a suspension is unwarranted.

**9. COMPLETE DOCTOR/FACILITY INFORMATION:**

**We need a complete, current and correct address, plus the suite number of the doctor or facility when a trip is being scheduled.**

**10. PERSONAL CARE ATTENDANT/COMPANION/ GUESTS:**

A Personal Care Attendant (PCA) is someone designated or employed specifically to regularly assist the DAR client with his or her personal needs. Need for a PCA must be specified in the DAR Eligibility Application. When a person is with you as a PCA, they are not permitted to do their own shopping since they are only present to assist you. PCA's ride free. They must get on and off DAR at the same time and locations as you. A space reservation must be made for PCA's when scheduling your ride.

As a DAR client you are allowed to take one companion to accompany you. This companion pays the same fare as you and must be picked up and dropped off at the same times and locations. You must reserve space for the companion when scheduling your ride. **DAR will not take riders who are not pre-scheduled.** In rare instances, additional guests may be allowed on DAR. These rides must be pre-authorized by Dial-A-Ride and are on a space-available basis only. When a guest rides DAR they pay the same fare as you.

**11. THREE CARRY ON/GROCERY/SHOPPING BAG LIMIT:**

Only three (3) standard sized grocery/shopping bags, not to exceed 25 lbs. each, are allowed per trip. This does not include a purse or backpack. **Drivers will not carry oversize, heavy or bulky packages. Drivers will only carry packages or bags to the door, not inside a home or apartment.** Any client with the right to use a P.C.A. should consider bringing a P.C.A who is able to carry their bags when on a shopping trip. If you are purchasing heavy or bulky items, make arrangements to have it delivered, rather than trying to carry it on Dial-A-Ride.

Clients are allowed to schedule occasional big grocery trips if arranged in advance and agreed to by Dial-A-Ride. For these trips the 3 bags of groceries rule will be suspended. Bags must still weigh no more than 25 lbs. Drivers will only carry packages or bags to the door, not inside homes or apartments.

Dial-A-Ride does not move personal belongings from one residence or facility to another.

**12. UNAUTHORIZED RIDERS:**

**Only the person scheduled for the DAR appointment can be transported.** Family members or other individuals cannot take their place.

**13. WHEELCHAIR FOOTRESTS MANDATORY:**

For safety reasons, **all wheelchairs must have footrests attached** in order to be transported on the lift. Exceptions must be pre-approved by Dial-A-Ride **prior** to scheduling a trip. This is a safety issue.

**14. OXYGEN TANKS:**

**Oxygen tanks must be full** upon the client's pickup from their residence. For safety reasons, portable tanks must be attached to the wheelchair or in a portable carrying case the client can carry or hold themselves. No tag-along carts. This is a serious safety issue.